STATE OF NEW YORK

5343--A

Cal. No. 529

2023-2024 Regular Sessions

IN SENATE

March 2, 2023

Introduced by Sen. PARKER -- read twice and ordered printed, and when printed to be committed to the Committee on Energy and Telecommunications -- reported favorably from said committee, ordered to first and second report, ordered to a third reading, amended and ordered reprinted, retaining its place in the order of third reading

AN ACT in relation to requiring reports from certain telephone corporations on the quality and availability of line-powered voice services

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

Section 1. 1. As used in this section, the following terms shall have the following meanings:

a. "line-powered voice service" means residential voice service that is provided using copper-based facilities that are line-powered; and

b. "covered provider" means a telephone corporation with more than ten thousand customers that has provided line-powered voice service at any point on or after January 1, 2021.

2. Within sixty days after the effective date of this act, each covered provider shall prepare and submit to the department of public service and the legislature a written report that shall make findings and recommendations concerning the quality and availability of line-powered voice services. Without unreasonably exposing customers' personally identifiable information in a manner that violates the public service law, department of public service practices or federal law, reports from such covered provider shall include, but not be limited to the following:

a. the number of customers who receive line-powered voice services;

b. the number of customers that were notified by the company that they would be switched from line-powered voice service to fiber optic based service, despite customers' requests to remain on line-powered voice service;

EXPLANATION--Matter in *italics* (underscored) is new; matter in brackets [-] is old law to be omitted.

LBD09936-02-3

c. the number and location of service areas where both the company informed customers that the customer's line-powered voice service shall be discontinued and where customers also did not have the ability to switch to fiber based service at the time of such notification;

d. the number of customers who requested or attempted to return to line-powered voice service after being moved to fiber optic based service by the covered provider; and

e. the number of customers receiving line-powered voice service who were refused quality resolution or service repair and were instead advised to switch to fiber optic based service for reliable service from the covered provider.

3. Each covered provider shall publish on its website the report required pursuant to subdivision one of this section, simultaneously with the submission of such report. The reports shall include the information required pursuant to this section in a spreadsheet format. The department of public service shall provide meaningful opportunities for public comment from all persons who will be impacted by the reports. The public hearings shall also be available virtually.

§ 2. This act shall take effect immediately.